

Missouri Leadership Academy 2025

MLA Class 15

MissouriBUYS
Capstone
Project



Charles Anderson, David Attebery, Melissa Cain, John Hoke, Jordan Sankpill

Missouri Leadership Academy 2025

Class 15 MissouriBUYS Capstone Project



Charles Anderson
Department
of Conservation



David Attebery
Department of Labor &
Industrial Relations



Melissa Cain
Department of Social
Services



John Hoke
Department of Natural
Resources



Jordan Sankpill
Department of Social
Services

MissouriBUYS User Experience



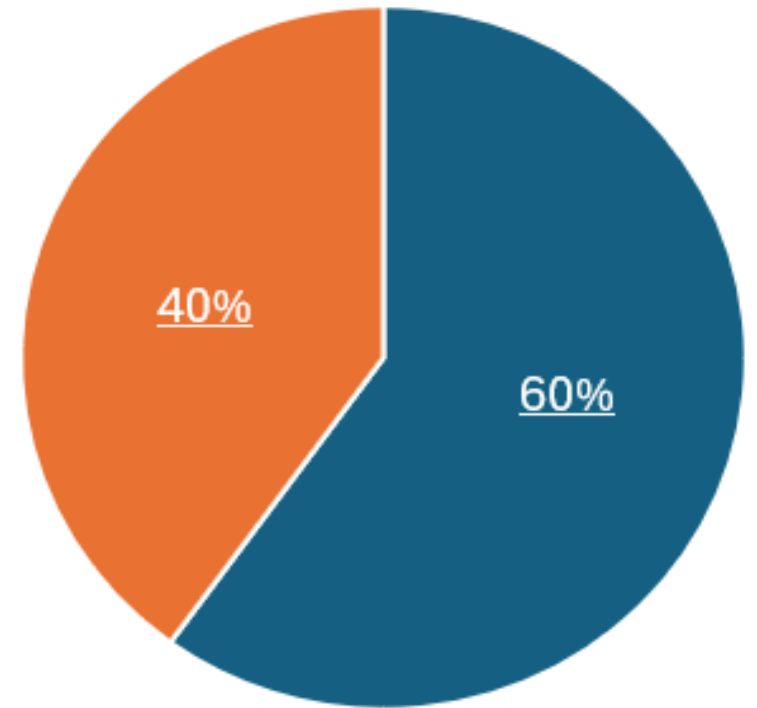
User Profile

- Larry is a retired state employee who operates a bait & tackle shop
- He would like to do contract work with the State of Missouri
- Unfortunately, Larry's application as a supplier is stuck in "red tape" in MissouriBUYS powered by MOVERS.

"My status hasn't moved in eight months, and when I called the supplier hotline number I was told to 'read the directions on the web site'"

MissouriBUYS Problem Statement

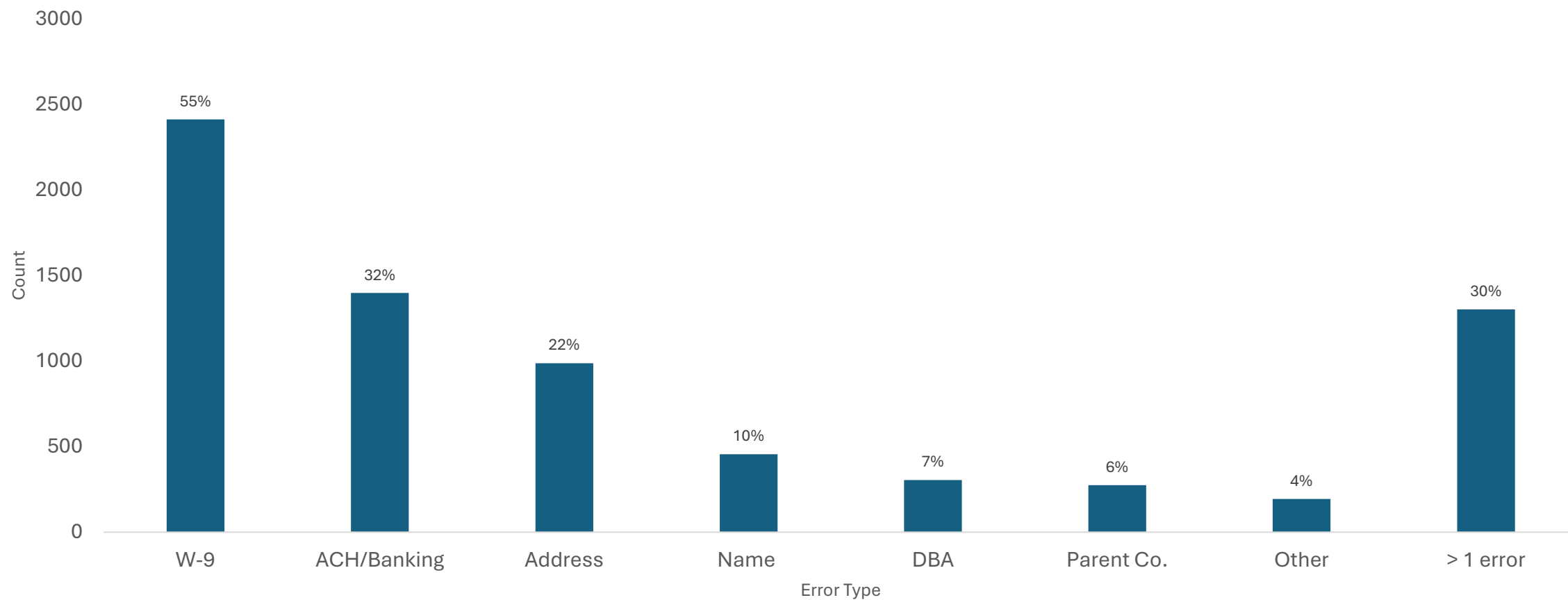
- 40% of suppliers who are registered with the state are in spend authorized status.
 - Only these may be awarded a state contract.
- 60% of suppliers are in prospective status.
 - These not able to receive an award until the state resolves their application issues.



■ Prospective
■ Spend Authorized

MissouriBUYS Registration Feedback

Registration Error as of June 30, 2025 (Total Error Comments = 4403)



MissouriBUYS Registration Issue Resolution

Resolve Current Backlog

Surge/Reallocate Resources @ OA,
Executive Departments



Integrate Existing Applications



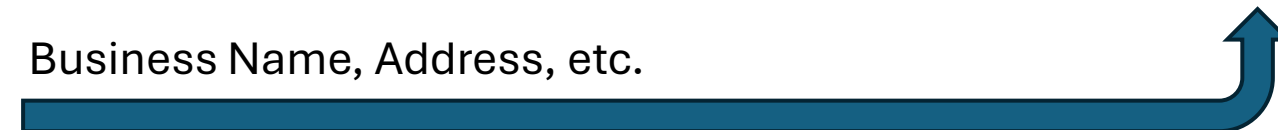
Taxpayer ID (W9), Banking Info (ACH)



MO Sec of State
Charter Number



Business Name, Address, etc.



MissouriBUYS Capstone Project Link and Website Refresh



MissouriBUYS Capstone Project Website Refresh

- One-Stop Vendor Experience (Refresh of OA-Purchasing website)
 - Homepage that may serve as an entry point for new/existing suppliers to register/access the e-procurement system.
 - Step-by-Step Guidance with links to forms and resources.
 - Clean up
 - Support Tools (videos and checklists)
 - Guides for each step of the process (from supplier registration to award/payment) with links to applicable forms/resources.

**How to Register
as a Supplier**



**How to Find Bid
Opportunities**

**How to Respond
to Bid
Opportunities**

**How to Complete
Supplier Compliance
Requirements for
Contract Award**

**How to
Invoice/Receive
Payment**

MissouriBUYS Capstone Project Supplier Experience Survey

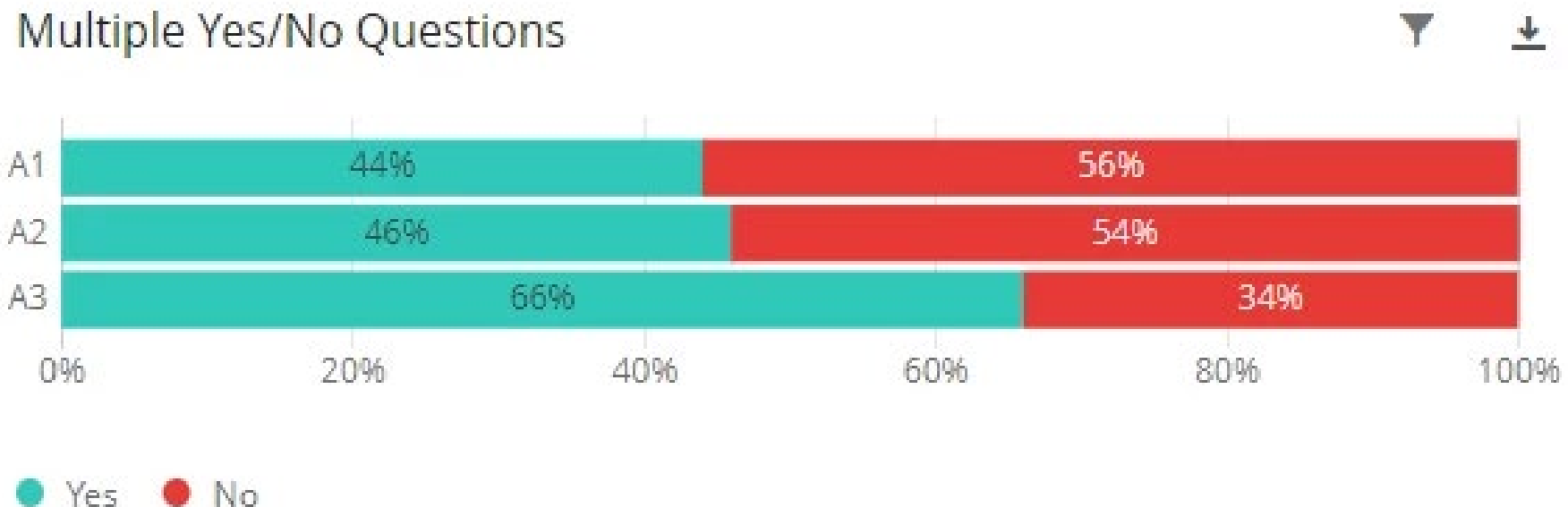
- Insight from Supplier perspective.
- Recommend – Regular e-mail survey of Supplier experience.
 - Broad supplier experience and/or topic driven.
 - Qualtrics
 - Versatile and relatively quick data summarization and display.
 - Hard data for program justification and dashboards.

qualtrics.^{XM}

MissouriBUYS Capstone Project

Supplier Experience Survey - Example Question Output

- Example of Potential Questions
 - Were you able to finish your registration without assistance?
 - If you sought assistance, were you able to resolve the issue?
 - Was the website clear and easy to understand?

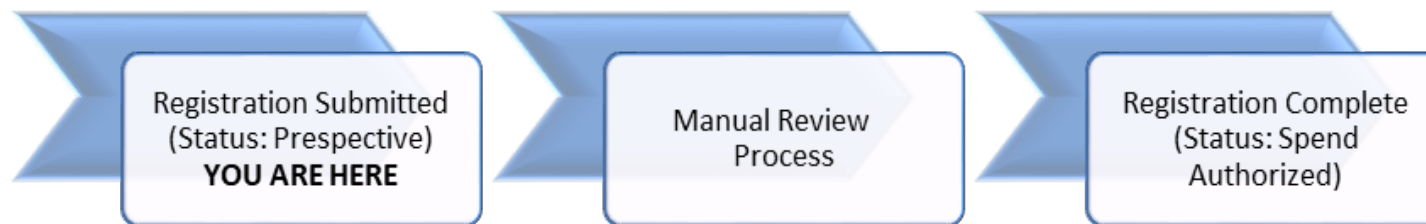


MissouriBUYS Capstone Project

Improved Messaging & Communication

System notifications to suppliers regarding registration status should address:

- **Registration Status:** *Clearly identify that "prospective" status is only the first step in the supplier registration process.*
- **Next Steps/Action Needed:** *A manual review is required. Additional information may be required from the supplier.*
- **Contact Points:** *Provide multiple contact methods for supplier registration questions.*



MissouriBUYS Capstone Project

Driving Better Supplier Partnerships

When the website helps vendors navigate the registration and bidding process with clear tools and resources, it reduces barriers, increases competition and attracts quality partners to do business with the State of Missouri.

Simplified Registration. Broader Vendor Pool. Better Partnerships.

ANY QUESTIONS????



Charles Anderson



David Atterbery



Melissa Cain



John Hoke



Jordan Sankpill

**On behalf of our team, thank you for your time and
opportunity to share our vision.
Thank you, Karen, Stacia, and Brent.
Thank you, Julie and Aaron.**